



**REQUEST FOR PROPOSAL
JANITORIAL SERVICES**

Proposals must be received by **August 21, 2026 by 5:00 P.M. MST**

Submit proposals to contracts@elrio.org, subject line:
Elk Ridge Community Health Janitorial Services

Questions may be directed to the attention of the El Rio Health Compliance Department on behalf of
Elk Ridge Community Health at contracts@elrio.org.

450 W. Paseo Redondo
Tucson, AZ 85701
Website: <https://www.elrio.org>
RFPs: <https://www.elrio.org/about-elrio/rfps/>
Email: contracts@elrio.org



MISSION STATEMENT

El Rio Santa Cruz Neighborhood Health Center, Inc. dba El Rio Health and Elk Ridge Community Health exists to provide accessible, high quality, and compassionate healthcare to the communities of northern Arizona. As a Federally Qualified Health Center (FQHC), Elk Ridge Community Health is committed to serving all patients regardless of their ability to pay.

ABOUT ELK RIDGE COMMUNITY HEALTH

Since El Rio Santa Cruz Neighborhood Health Center, Inc. began in 1970, it has grown from 10,000 patients to over 130,000 patients and currently serves 1 in 9 community members for primary, dental, and behavioral health care services. We are proud to be one of the most innovative and highly regarded, non-profit health centers in the United States. Our focus is on positive outcomes and treating the whole person. Annual revenues are approximately \$334 million per year, and the organization has more than 1,900+ dedicated employees. Our health care is delivered by compassionate, professionally trained, and integrated health teams who give from their hearts to provide world class care. Our motto is “Your Health is Our Passion.”

For over 55 years, El Rio Santa Cruz Neighborhood Health Center, Inc. has been dedicated to providing health care to the Tucson community, and now that dedication has spread to northern Arizona. As of April 1, 2026, El Rio Santa Cruz Neighborhood Health Center, Inc. assumed operations of North Country Healthcare, and Elk Ridge Community Health was created, becoming the newest division of El Rio Santa Cruz Neighborhood Health Center, Inc. Elk Ridge Community Health will continue to provide accessible, high-quality, and compassionate primary health care, dental care, and behavioral health care services to the communities of northern Arizona.

Elk Ridge Community Health provides comprehensive health care services at 12 locations across northern Arizona from Kingman to Springerville. Our patient-centered healthcare teams include Family and Adult Medicine Practitioners, Pediatricians, OB/GYN’s, Midwives, Nurses, Nurse Practitioners, Medical Assistants, Dentists, Health Coaches, Pharmacists, Licensed Clinical Social Workers, Physical Therapists, and Behavioral Health Professionals Community Health Advisors, and Referral Specialists.

Elk Ridge Community Health receives funding from health insurers, patient co-pays, reduced patient fees from those that qualify for a sliding fee scale and government grants and private donations to the Elk Ridge Community Health Foundation. Elk Ridge Community Health is a 501(c)(3) non-profit organization, as well as a Federal Tort Claims Act Deemed Facility. Elk Ridge Community Health receives Health & Human Services funding and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals.

PROJECT OVERVIEW

Elk Ridge Community Health is seeking proposals from qualified companies to provide janitorial services at all twelve health center locations. Companies must be licensed and insured to provide and perform the janitorial services as described in the RFP. Companies should have experience in providing exceptional janitorial services that meet healthcare standards affiliated with Joint Commission Accreditation. This RFP shall include the work



required to meet the scope of work and any resulting contract. If as an organization, you cannot provide coverage for all 12 health centers across northern Arizona, please submit for those locations for which you can provide coverage.

SCOPE OF SERVICES

1. The scope of work, upon which your company is invited to submit a proposal, includes labor, some supplies, and some specialized equipment required to perform the janitorial tasks for twelve health center locations (See Exhibit A for locations).
2. All cleaning chemicals and consumables (trash can liners, paper products, hand soap, hand sanitizer, mopheads/cleaning rags) will be provided by Elk Ridge Community Health with Elk Ridge Community Health bearing the costs.
3. There may be times when the provision of patient care will require the janitorial team to adjust their schedule to accommodate Elk Ridge Community Health staff and patients with limited disruption to the delivery of medical and dental services. Notice will be given prior to any schedule change.
4. As part of this project, the Offeror will provide the following:
 - a) A professional team for the performance of the services required by this RFP (See Exhibit B) at a level of quality that meets healthcare standards affiliated with Joint Commission Accreditation. Elk Ridge Community Health considers environment of care a priority and will require the Offeror to maintain a routine schedule for high touch areas. Your team should include a supervisor or lead that is fluent in English and Spanish, if needed.
 - b) The Offeror shall provide standard janitorial equipment needed for normal housekeeping operations and floor strip/wax operations. Contractor will provide all equipment dedicated to stripping floors which includes battery operated burnishers. Elk Ridge Community Health will supply the following janitorial supplies/equipment (wet mops, dust mops, handles/frames, cleaning rags, mop buckets, vacuums, brooms, and trashcans/dumpsters). All janitorial equipment and spaces including floor sinks, mop buckets, and storage shelving, shall be clean and organized. Offeror will not use household cleaning products or equipment for any services outlined in this RFP.
 - c) Offeror will be responsible for moving furniture during cleaning and floor care services.
 - d) Offeror will maintain an inventory list and notify Elk Ridge Community Health when supplies need to be replenished.
 - e) The Supervisor or Lead shall work as a team with the Elk Ridge Community Health Facilities Manager in all matters of operations, scheduling maintenance requests and the procurement of janitorial consumables.
 - f) A standard monthly billing shall be established.
 - g) The successful Offeror will have attested to following Equal Opportunity Employment practices, performing background checks on employees, having proof of right to work status of employees, providing proof of employee training in cleaning practices and having appropriate business licenses and insurance policies. All of the above-mentioned documents will be shared with Elk Ridge Community Health if requested.



- h) Offeror will be required to sign a-Business Associate Agreement upon award of the RFP.
 - i) A bi-weekly meeting will occur between the Elk Ridge Community Health Facilities Manager and the Chief Operating Officer.
5. The Offeror is required to carefully examine the job site and the documents contained in this RFP to satisfy themselves as to the hours and conditions to be encountered in performing the work. Submission of a bid is evidence that the Offeror has examined the location list and floor plans, understood all work and contract requirements, and is aware of all conditions that might impact work performance. Part of the selection process will be a meeting, either in person or via Teams/Zoom, between the Offerors and representatives from Elk Ridge Community Health.
6. Offeror and its employees shall follow all reasonable and manufacturers' recommended safety procedures in the use and the storage of all cleaning agents and must be in compliance with applicable OSHA regulations.
7. Offeror shall maintain and make available required safety data sheets (SDS) for products used in offices and health centers and shall respond immediately to all inquiries related to such.
8. Offerors' employees shall wear uniforms which clearly identify them as an employee of the janitorial service provider and shall include a visible identification badge.
9. Offeror shall be responsible for any theft or damage to Elk Ridge Community Health property and/or equipment and shall pay for the replacement cost or cost to repair.

DETAILED OBJECTIVE AND SOLUTION REQUIREMENTS

The following section includes detailed questions regarding the minimum requirements for this RFP.

1. Please tell us about the structure of your company. This summary should include the following:
 - a) Company name and contact information.
 - b) Brief overview of the company history.
 - c) Outline the organizational structure of the company.
 - d) Who will be the account manager assigned to this project? Will they be available during regular working hours?
 - e) Provide an overview of the company's experience providing general janitorial services and janitorial services in a healthcare setting.
 - f) Share what sets your company apart from your competitors.
2. Are your employees W-2 employees or are they subcontractors?
3. Will there be a dedicated account manager? Will the service area be managed by one person or split up?
4. List what kind of janitorial equipment and supplies will be provided as part of the potential contract.



5. What kind of professional training and development is provided to Offeror employees? Do you maintain any professional healthcare cleaning certifications? If so, please provide list of those certifications and expiration dates.
6. Will a work order system or app be used to keep track of daily progress and provide communication between team members? If so, will there be any reports available to Elk Ridge Community Health in a user portal to keep track of janitorial requests and follow up?
7. Explain how potential after-hours / emergency services will be managed. What kind of after-hours emergency equipment will you be able to provide?
8. From time to time, special projects (i.e. exterior glass, floor care in addition to the contract schedule) may be needed. Separate billings are required for these services and must be approved by Elk Ridge Community Health prior to services being rendered.
9. The company will provide janitorial staff and day porters to complete janitorial services during regular business hours, Monday through Friday, and Saturday for applicable locations. Janitorial services will not take place after regular business hours or on days when health centers are not open to the public. If the Offeror perceives the need for additional staff based on the location, please provide the information in the RFP submission.
10. Do you have an adequate number of staff to complete the requested tasks? Do you anticipate having to hire more staff for this location? How do you handle callouts and no shows so that services remain uninterrupted? A detailed staffing breakdown is a requirement of this RFP
11. While preference will be given to an Offeror who can provide services to all the health centers listed in Exhibit A, it is understood that an Offeror may not be able to provide services to such a large geographic area. Please provide a detailed list in the proposal of all the health centers that you are able to provide service for.

SCHEDULE

The following timeline is based on the requirements of Elk Ridge Community Health and represents the activities planned as part of the due diligence process of making an award. Elk Ridge Community Health reserves the right to change the times and activities as deemed necessary.

RFP Issue Date	7/21/26
Submit Written Questions to contracts@elrio.org Subject Line: Elk Ridge Community Health Janitorial Services	8/7/26 by 5:00pm MST
Answers to Submitted Questions will be emailed to all Offerors and posted at https://elrio.org/about/rfps	8/14/26
Proposal Submission Deadline	8/21/26 by 5:00pm MST



Submit Proposal to via email Subject line: Elk Ridge Community Health Janitorial Services	contracts@elrio.org
Proposals Opened	8/28/26
Issuance of Award	9/4/26

RESPONSE INSTRUCTIONS

Responses should include only the information requested and no other marketing materials. To ensure that RFP documentation and subsequent information (modifications, clarifications, addendum, written questions & answers, etc.) is directed to the appropriate person(s) within the company, please provide the following information:

- Name of primary contact
- Mailing address of primary contact
- Telephone number of primary contact(s)
- E-mail address of primary contact
- Additional contact people with same information provided as primary contact(s)

PROPOSAL REQUIREMENTS

1. Responses should include only the information requested and no other marketing materials. To ensure that RFP documentation and subsequent information (modifications, clarifications, addendum, written questions & answers, etc.) is directed to the appropriate persons within Elk Ridge Community Health, please submit one electronic PDF copy of your RFP submission to contracts@elrio.org according to the schedule listed above.
2. The Offeror agrees to provide their best and final price in the submitted proposal. Elk Ridge Community Health will only accept the first and final offer. Secondary proposal/pricing will not be accepted.
3. The Offeror agrees if they are awarded the request for proposal, that they will deliver the goods/services at the prices set forth in the submitted proposal.
4. The Offeror must conduct background checks, or provide proof of background checks, for all employees that will be assigned to an Elk Ridge Community Health location and provide said information to the Elk Ridge Community Health Compliance Department at contracts@elrio.org, if requested, prior to any person being allowed on Elk Ridge Community Health property.
5. The Offeror will provide a signed and dated copy of the Company IRS W-9 form with the submitted proposal.
6. The Offeror agrees to provide a certificate of liability insurance coverage to Elk Ridge Community Health if awarded the Request for Proposal.



7. If requested, the Offeror shall provide three (3) reference clients and three (3) trade references. Reference clients shall be of a similar scope of work as defined herein. Trade references may be banks, equipment suppliers, consumables vendors, staffing agencies, repairs, and maintenance vendors, etc. and shall contain names and phone numbers. References will be checked.
8. The successful Offeror will have attested to following Equal Opportunity Employment Practices: performing background checks on employees, having proof of right of work status of employees, providing employees training on moving and heavy lifting practices, and having appropriate business licenses and insurance policies. All these documents will be shared with the Elk Ridge Community Health Compliance and Risk Department.
9. The Offeror and employees must not appear on the Office of Inspector General (OIG) list of excluded individuals or entities. Offeror must be able to provide the full name (first, middle, last), date of birth and SSN to El Rio Health Compliance Department on behalf of Elk Ridge Community Health for regulatory purposes.
10. The Offeror (including any officers, trustees, partners, or employees) must not have a business interest or a close family or domestic relationship with any Elk Ridge Community Health or El Rio Santacruz Neighborhood Health Center, Inc. official, officer, trustee, or employee who was, is, or will be involved in selection, negotiation, drafting, signing, administration, or evaluating Offeror performance. Elk Ridge Community Health shall make sole determination as to compliance with its Conflict-of-Interest Policy.
11. Offeror must represent that its Proposal, including all work, materials, equipment, and network services comply with governmental and telecommunications regulatory law, ordinances, and regulations within their respective jurisdictions.
12. Persons with disabilities may request accommodation by contacting contracts@elrio.org. Please make all requests as early as possible to allow for time to arrange the accommodation.

CRITERIA FOR SELECTION

1. All eligible proposals will be reviewed and rated based on the award criteria.
2. Elk Ridge Community Health may request presentations, either in person or via Teams/Zoom, from a short list of Offerors and/or request additional information.
3. The award of a contract based on this Request for Proposal represents the best value for, and is in the best interest of, Elk Ridge Community Health.
4. In no event will Elk Ridge Community Health be limited to selecting a proposal based solely upon total cost submitted.
5. Although critical, price is only one of the determining factors for the award. Elk Ridge Community Health reserves the right to make an award without further discussion of the proposals submitted. Proposal



evaluations are based solely on the information provided.

6. All Offerors will be notified whether they have or have not been:
 - a. Selected to provide a presentation
 - b. Awarded the contract for this RFP

OPENING OF PROPOSALS

1. Proposals will be opened promptly after the deadline to submit proposals. This is not a public opening, and vendors are not invited to attend.
2. Proposals received on time will be opened in the presence of one or more witnesses and the name and address of the Offeror will be recorded.
3. Proposals that are not received by the due date and time will not be considered.

AWARD OF CONTRACT

1. Elk Ridge Community Health reserves the right to accept the proposal and award this Request for Proposal to an Offeror that is in the best interest of provides the best value for Elk Ridge Community Health.
2. Elk Ridge Community Health reserves the right to reject all proposals or any part thereof.
3. Elk Ridge Community Health reserves the right to enter into contractual negotiations and if necessary, modify any terms and conditions of a final contract with the Offeror whose proposal provides the best value to Elk Ridge Community Health.
4. The final Agreement will be signed by Elk Ridge Community Health and returned within an agreed upon timeframe after the date of Notice of Award. No Agreement will be effective until it has been fully executed by all parties thereto. Elk Ridge Community Health reserves the right to change the date as needed.
5. Elk Ridge Community Health would prefer to have an ongoing relationship with the chosen Offeror. The character and operating principles of the Offeror are extremely important to Elk Ridge Community Health. After contractual Award it will be important to continue to work with the RFP Team throughout Implementation of the services.

GENERAL INFORMATION

1. Any questions from Offeror must be submitted by 8/7/26 by 5:00pm MST, allowing sufficient time for a reply to reach all Offerors prior to the submission of their proposals. Elk Ridge Community Health will post answers to all questions on our website at <https://elrio.org/about/rfps/> under the title of this RFP.



2. Answers to any questions submitted prior to the deadline to submit any questions will be provided to all Offerors to maintain fair and open competition. No response will be given to any questions submitted after 5:00pm MST on 8/7/26.
3. General marketing and promotional material are neither required nor desired. The Offeror should concisely but completely describe the service they feel is appropriate for Elk Ridge Community Health.
4. All questions about the meaning or intent of this request for proposal shall be submitted in writing via email to the Compliance Department via the following email address: contracts@elrio.org. A prompt e-mail response may be expected with copies of the Question(s) and Answer forwarded to all Offerors responding to this RFP. Questions received less than five (5) business days prior to the date for opening of proposals may not be answered.
5. Offerors shall submit a Proposal to: contracts@elrio.org no later than 8/21/26 by 5pm MST.
6. Elk Ridge Community Health will not be responsible for any costs incurred by an organization in preparing, delivering, or presenting proposals to this RFP. Once submitted, Offeror proposals will become property of Elk Ridge Community Health and will not be returned.
7. Elk Ridge Community Health cautions Offerors to assure actual delivery and receipt of any proposal prior to the response deadline. Elk Ridge Community Health will in no way be responsible for delays caused by any occurrence. Elk Ridge Community Health will not accept or consider proposals submitted via facsimile transmission.
8. Alternate proposals are NOT authorized and will not be considered.

INVITATION IS THE ENTIRE AGREEMENT

This Request for Proposal constitutes the entire agreement between the parties with respect to its subject and will not be modified, altered, or amended in any way except as provided for in this Request.

GENERAL DISCLAIMER

This RFP process does not commit El Rio Santacruz Neighborhood Health Center, Inc./Elk Ridge Community Health to award a contract to any respondent. Any response, including written documentation and verbal communication, by any respondent to this RFP, shall become the property of Elk Ridge Community Health and may be subject to public disclosure.



EXHIBIT A
Health Center Locations and Floorplans

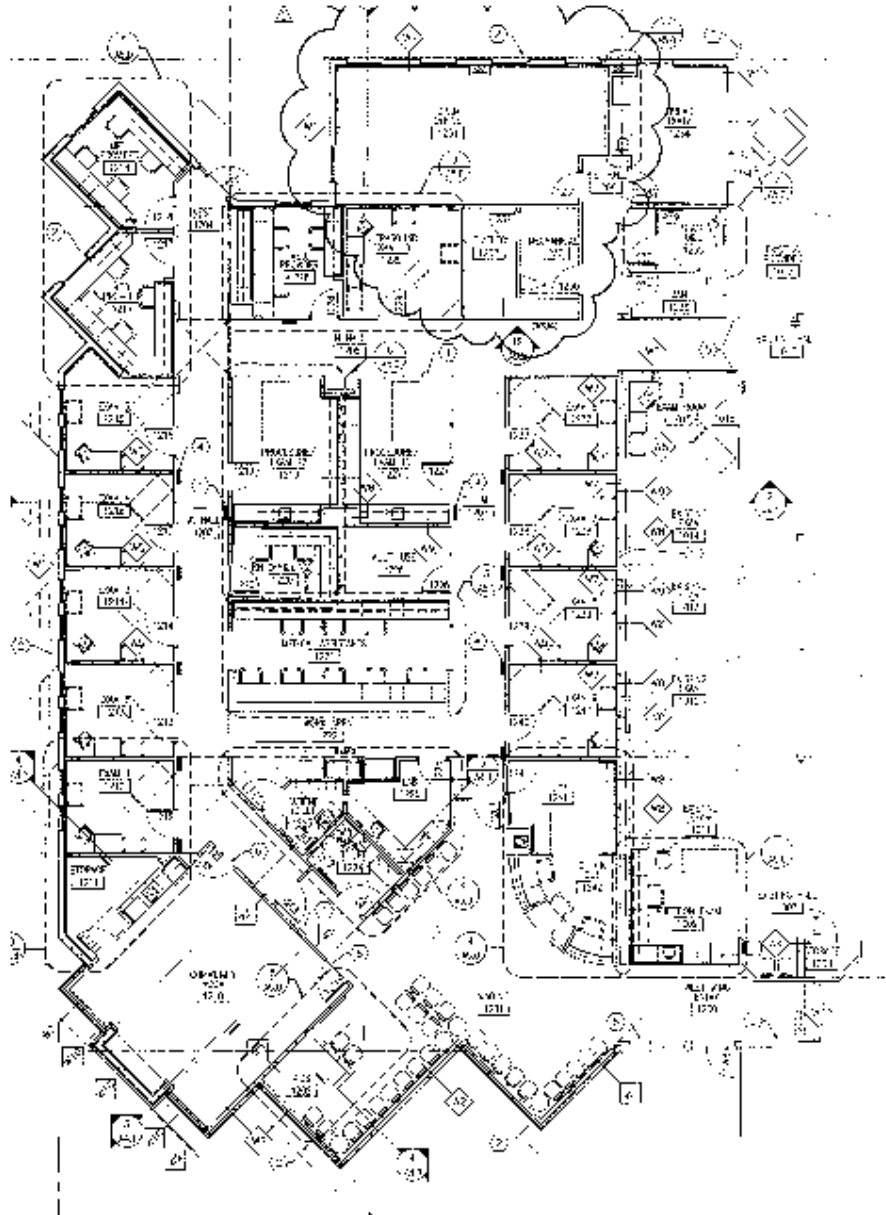
	Location	Address	Square Footage	Days
1	Flagstaff – 4th Street	2920 N. 4th St. Flagstaff, Az 86004	41,212	Monday-Friday
2	Flagstaff – Pediatrics	1501 S. Yale St., #252 Flagstaff, Az 86001	3,558	Monday – Friday
3	Flagstaff – University	1120 W. University Ave., Ste 101 Flagstaff, Az 86001	2,321	Monday – Thursday
4	Grand Canyon	1 Clinic Road Grand Canyon, Az 86023	5,000	(Summer) Memorial Day – Labor Day: Monday-Saturday (Winter) Labor Day – Memorial Day: Monday – Friday
5	Holbrook	2109 Navajo Blvd Holbrook, Az 86025	10,867	Monday & Tuesday Thursday & Friday
6	Kingman	1510 Stockton Hill Road Kingman, Az 86401	9,090	Monday-Friday
7	Lake Havasu City	2090 N. Smoketree Ave Lake Havasu City, Az 86403	4,350	Monday – Friday
8	Payson	126 E Main Street, Ste. B Payson, Az 85541	5,200	Monday – Thursday
9	Round Valley / Springerville	488 S. Mountain Ave Springerville, Az 85938	10,867	Monday – Thursday
10	Show Low	2650 E. Show Low Lake Road, Ste. 1 Show Low, Az 85901	11,445	Tuesday – Friday
11	Williams	300 S. 6 th Street Williams, Az 86046	21,500	Monday – Saturday
12	Winslow	620 W. Lee Street Winslow, Az 86047	4,500	Tuesday – Friday





Flagstaff OB/GYN Floorplan – 1st Floor

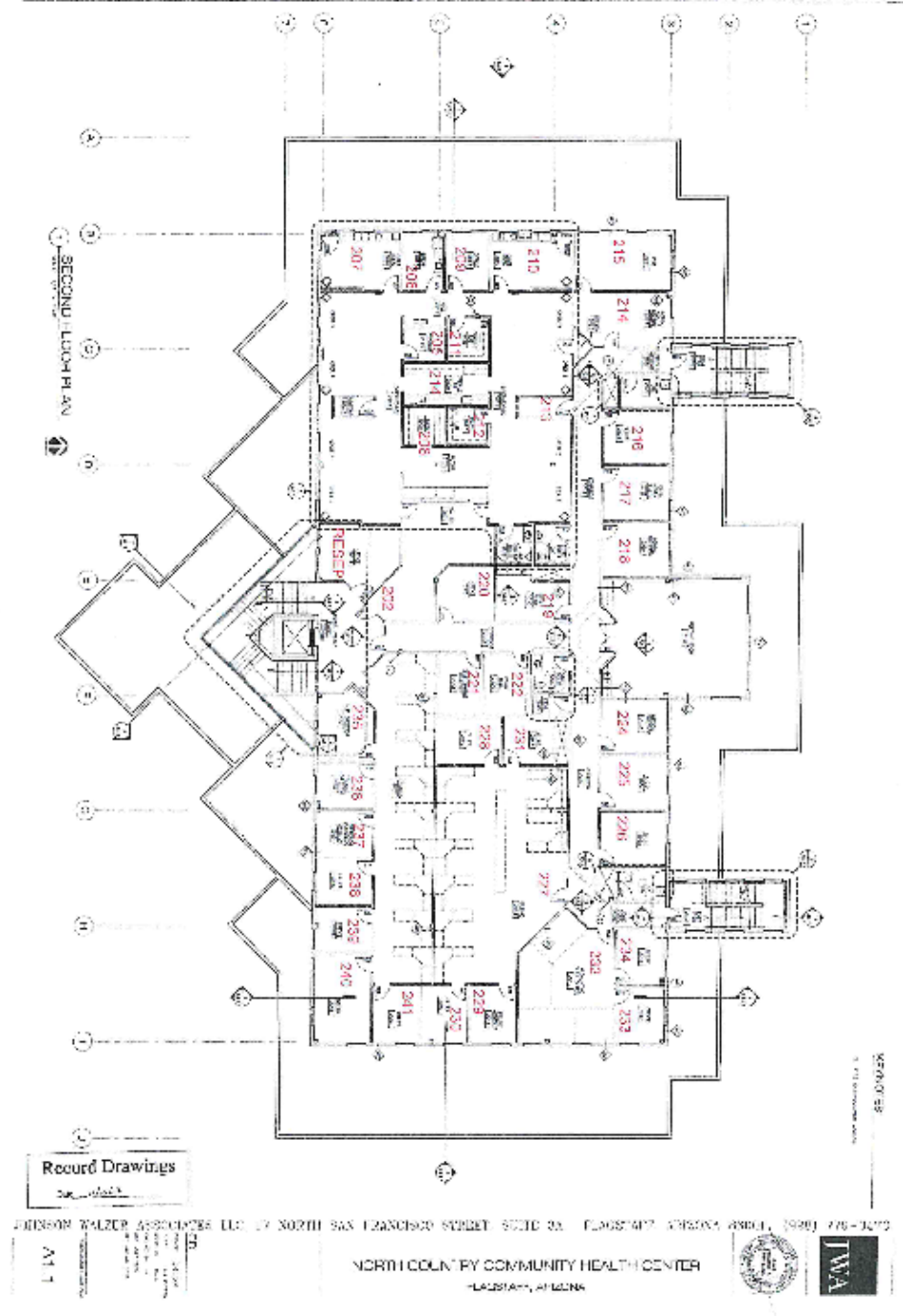
OBGYN Clinic 4th Street





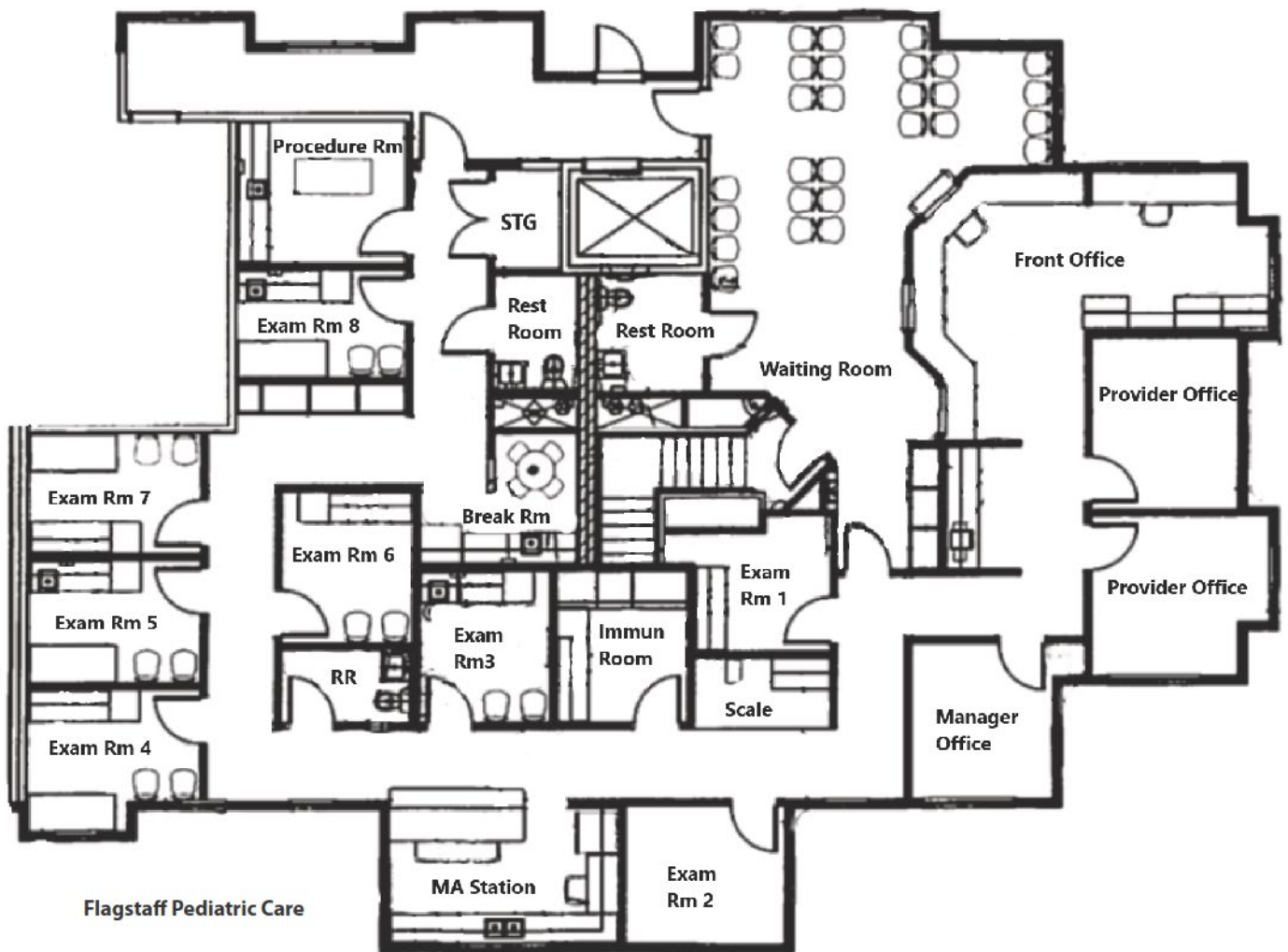
Flagstaff 4th Street Floorplan – 2nd Floor

Flagstaff 4th Street
2nd Floor





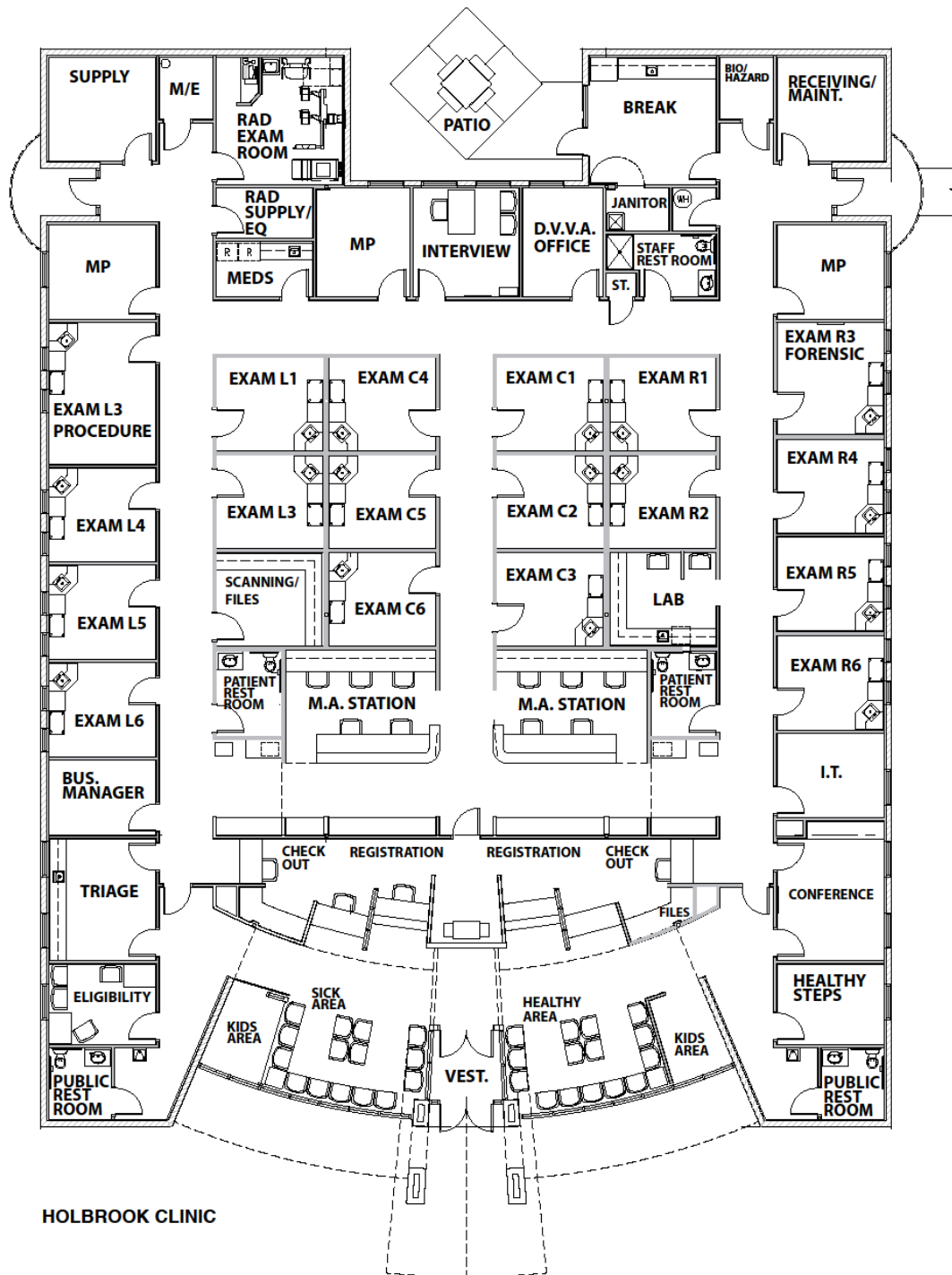
Flagstaff Pediatrics Floorplan







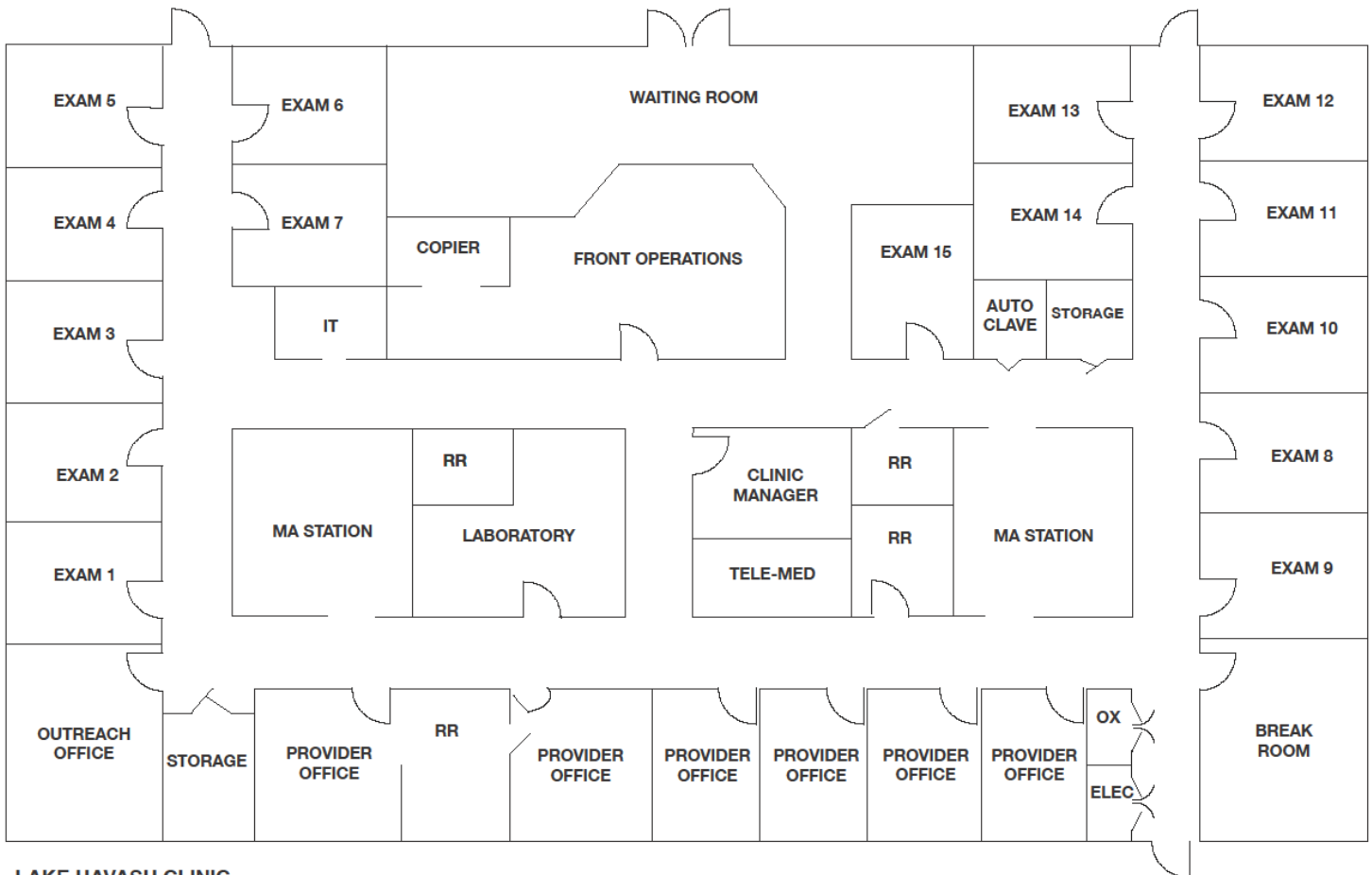
Holbrook Floorplan

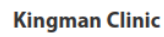


HOLBROOK CLINIC



Lake Havasu Floorplan







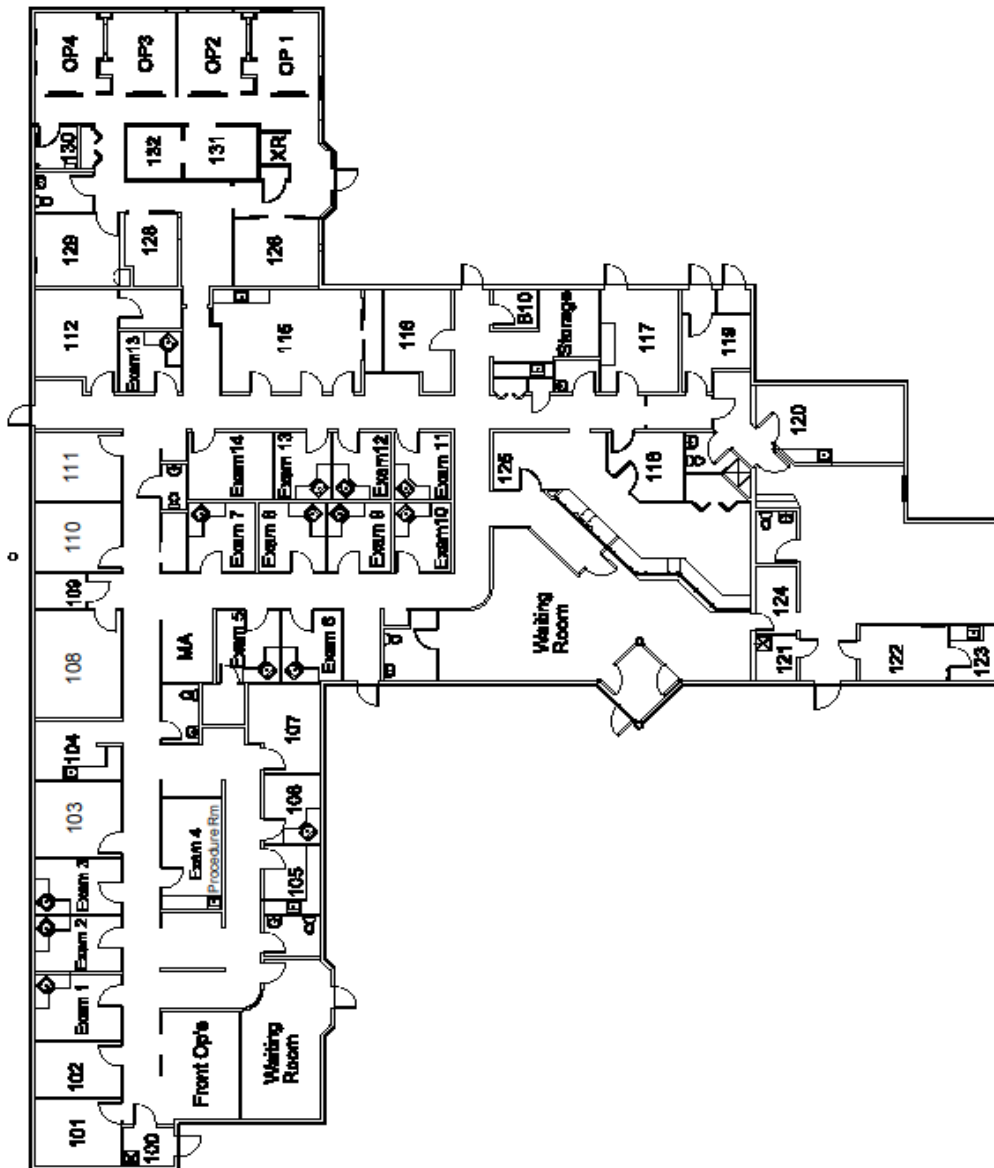
Payson Floorplan



PAYSON CLINIC

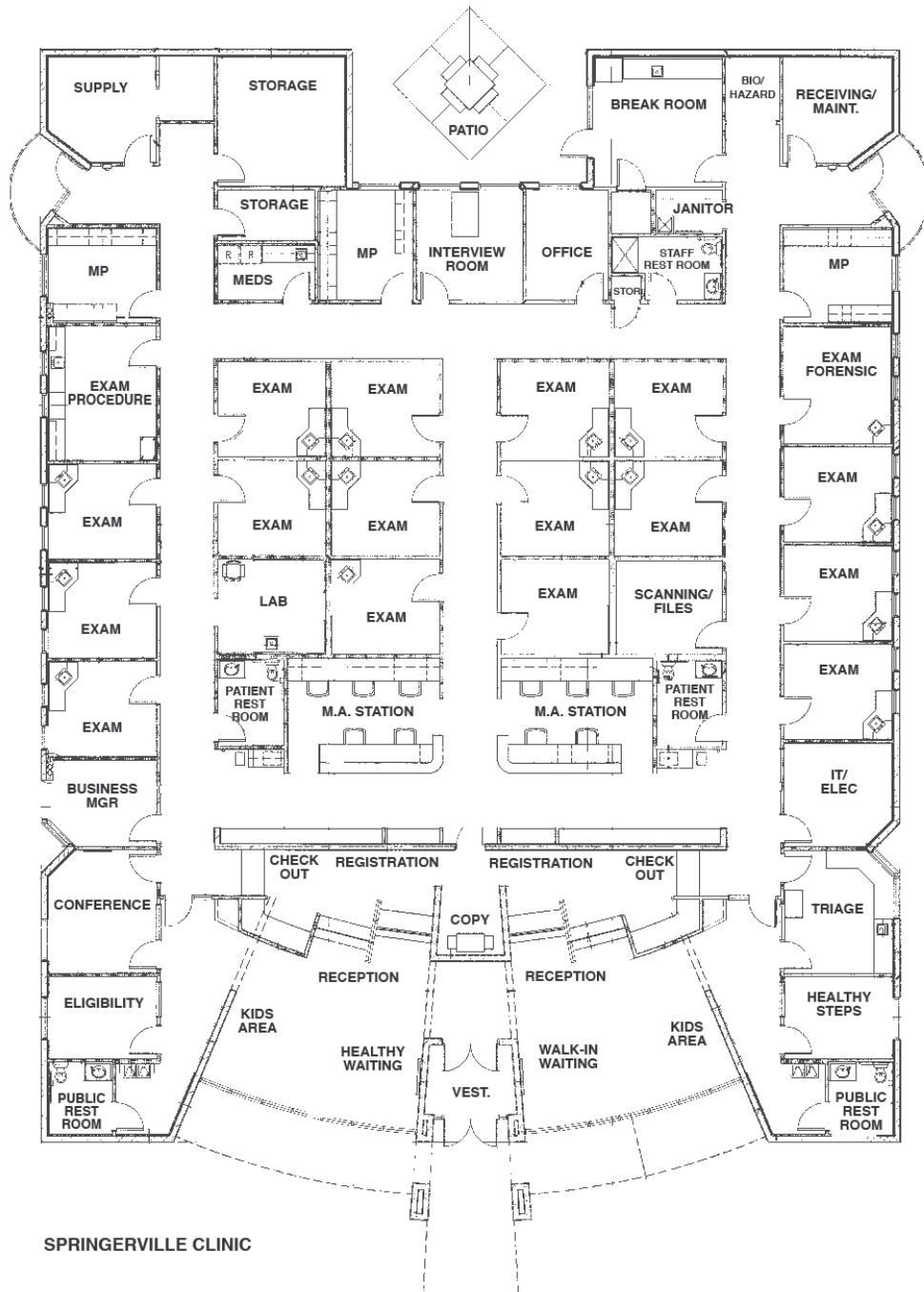


Show Low Floor Plan



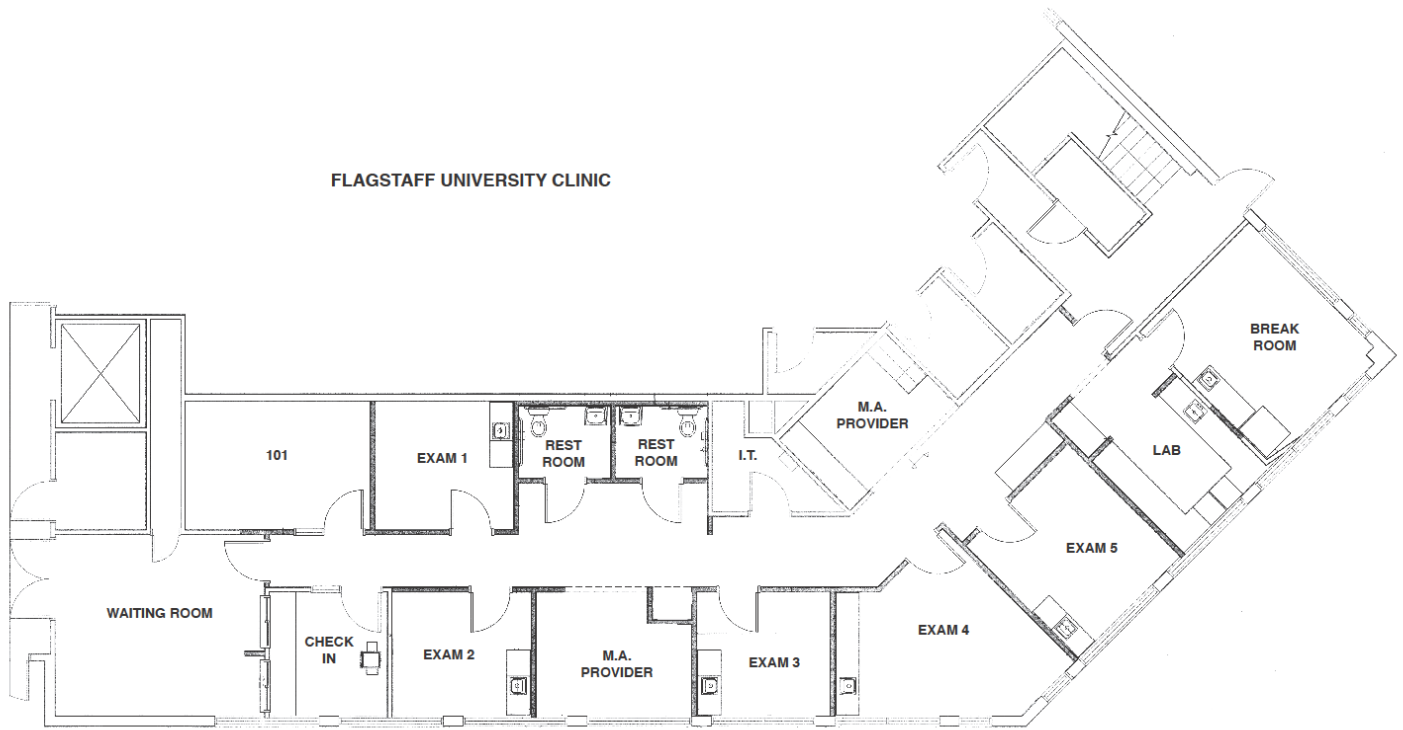


Springerville Floorplan





Flagstaff University Floorplan



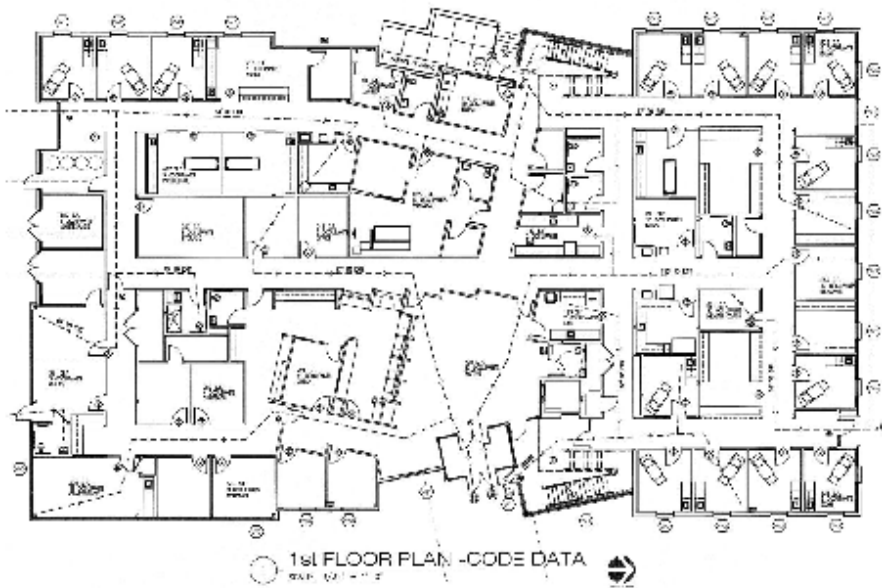


Williams Floorplan

New Williams Clinic Floor Plan



2nd FLOOR PLAN -CODE DATA
DATE: 12/10/11



1st FLOOR PLAN -CODE DATA
DATE: 12/10/11



Winslow Floorplan

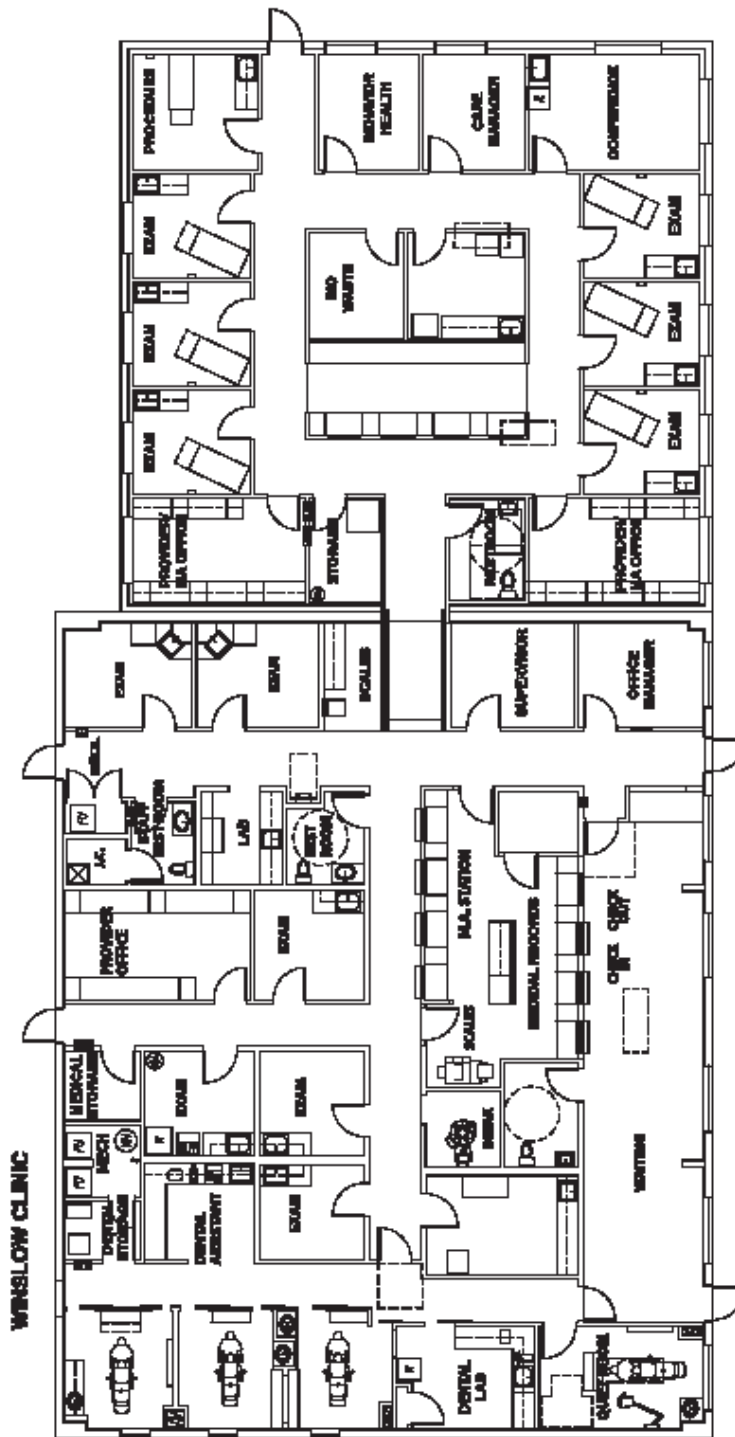




EXHIBIT B
Task Schedule

Tasks	Daily	Weekly	Monthly	Annually
Empty trash cans and replace all liners (common areas, offices, bathrooms, exam rooms, break rooms)	X			
Clean and disinfect exam rooms (sinks, counters, chairs, exam beds/tables)	X			
Clean and disinfect restrooms	X			
Restock all paper products (paper towels/toilet paper) and hand soap	X			
Dust / wipe clean all furniture		X		
Vacuum all carpeted areas	X			
Sweep/dust all hard floors	X			
Wet mop all hard floors	X			
Clean door kickplates		X		
Cleaning inside/outside of main entry doors	X			
Clean interior windows		X		
Disinfect all doorknobs	X			
Cleaning interior glass partitions		X		
Cleaning inside of refrigerators and dust/wipe down tops		X		
Scrubbing/burnishing hard floors			X	
Dusting blinds/window seals		X		
Spot clean walls		X		
Dust baseboards		X		
Keep janitorial closet clean, organized, and hazard free	X			
Strip / wax hard flooring				X



SIGNATURE OF AUTHORIZED REPRESENTATIVE

Signature of Authorized Representative		Title	
Printed Name		Date	
Address		Email	
Contact if other than signatory		Title	
Address		Email	
Product name for proposal			

(A completed copy of this page must be included with the proposal)